



Education Services Manager

The Honourable Society of the Middle Temple – City of London

Permanent - £30-35k plus excellent benefits

The Inn

The historic Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women, who have completed the necessary academic qualifications, to the Bar of England and Wales. This entitles them, after a period of pupillage (vocational training) to practise as Barristers. The Inn accepts around 500 students per year and also supplies CPD and vocational training to 8,000 practising members.

The role

We are now looking for an Education Services Manager to manage the team responsible for all of the day to day operations with regard to student admission and student services. The person in this role is personally responsible for dealing with any complex matters of admission, regulatory matters, conduct issues, mootings as well as residential training weekends.

This is an exciting opportunity for someone who is looking to manage a small team and build their career in a traditional yet forward thinking organisation.

Requirements

The successful candidate will have:

- An honours degree or equivalent education or experience
- Worked in an Education establishment in a similar or related role
- Previous management and/or supervisory experience with the ability to lead and manage people
- Exceptional eye for detail with excellent organisational, planning and administrative skills
- Excellent interpersonal, written and verbal communication skills

How to apply

Please submit your CV and a covering letter outlining your reasons for wanting this role. The closing date for applications is **16 March 2015**.



JOB DESCRIPTION

Job Title:	Education Services Manager
Department:	Education
Reporting to:	Director of Education Services
Location:	The Honourable Society of the Middle Temple
Hours:	Full time office hours, 37.5 per week with some flexibility required
Key Objective(s):	To ensure the smooth day to day running of the Education Department and to deputise for the Director of Education Services.

The Education department supports the admission, learning and development of some 500 students who apply to the Inn each year as well as the 8,000 practising members in need of CPD services.

The role of the Education Services Manager is to fully support all of the major functions of the department, particularly Call. This role would require involvement of any difficult or technical cases of admission to the Inn and refer any appropriate cases to the Inns Conduct Committee (ICC). Furthermore, as the Inn progresses, this role will be involved in a number of managerial projects, particularly implementation of a new membership system as well as a number of other programmes and initiatives the Inn is currently considering as part of a Inn-wide improvement programme.

Areas of Responsibility:

Line Manager to:

- Assistant Students' Officer
- Admissions Officer
- Two administrative assistants

Admission:

Supervising various types of admission to the Inn including:

- Student Admission
- Applications from Specially Qualified Applicants
- *Ad Eundem* Membership
- Readmission
- Withdrawal of membership

Call:

Responsible for every aspect of Call, i.e.

- admin procedures
- necessary checks
- record-keeping
- organising the ceremony
- temporary Call

Conduct and Discipline:

Handling every aspect of disciplinary procedures and all admin relating to this, i.e.

- Liaising with applicant/student
- Collecting relevant material
- Liaising with ICC about referral and any admin arising from this
- Arranging legal representation if appropriate

Regulatory Matters:

- Keeps abreast of changes to regulations, ensuring that application forms, processes, etc. are in keeping with regulatory requirements.

Mooting:

- In co-operation with the Master of Moots, responsible for the Inn's internal mooting competition (Rosamund Smith); typically 80+ participating teams.
- Arranging for rooms and moot judges for 80+ moots per annum.
- Ensuring the smooth running of the exchange of documents.
- Approaching judges to provide moot problems
- Keeping the list of judges updated.
- Keeping records of the moot results.

Residential Weekends:

- Handling all aspects of the booking process for students.
- Liaising with applicants about allocation of places, special requirements etc.
- Arranging transport to and from Cumberland Lodge for students and others who require it.

Student Services:

Responsible for providing various services to students and supervising the associated administration. Including:

- Sponsorship Scheme
- Marshalling Scheme
- Mock Pupillage Interview Scheme

Front of House Services

Supervising all front of house services in the Education Department, ensuring a welcoming atmosphere.

Process Development:

- Ensures that administrative processes in the Education Department are as efficient as possible.
- Main point of contact in the Department for developing website and CMS updates.

Person specification:

	Essential	Desirable
Qualifications	University level degree or equivalent experience	
Background/experience	<p>Solid administration background.</p> <p>Proven experience of coordinating meetings and events including planning, support and delivery.</p> <p>Experience of working in an education establishment.</p> <p>Proven experience of working effectively for demanding stakeholders at a senior level.</p>	<p>Experience of working with funding or scholarships.</p> <p>Experience of running a central admissions function.</p> <p>Experience of working with requirements and regulations.</p>
Skills	<p>High-level organisational, planning and administrative skills with the ability to manage conflicting and competing demands effectively.</p> <p>Highly proficient in all Microsoft programmes, particularly Word, Outlook and Excel.</p> <p>Previous experience working with database programmes.</p> <p>Excellent communication skills, both oral and written.</p>	<p>Experience of updating websites including web-copy and editing.</p>
Personal qualities	<p>Highly customer service-oriented.</p> <p>Calm under pressure, patient and measured.</p> <p>Exceptional team player with the ability to collaborate effectively with people at all</p>	

	<p>levels. Additionally, gain trust and confidence of colleagues and sustain positive relationships.</p> <p>Ability to use initiative to solve problems and find resolutions.</p> <p>Discretion and tact.</p> <p>Exceptional eye for detail.</p>	
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Important:

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future. The list of duties is not exhaustive. The position of a duty on the list is not necessarily indicative of its importance.

I have read and agreed this job description

NAME (PRINT)

SIGNATURE

DATE

LINE MANAGER (PRINT)

SIGNATURE

DATE
